

**LOS ANGELES COUNTY YOUTH JOBS (LACY)
FY 2016-17**

TECHNICAL ASSISTANCE GUIDE



COUNTY OF LOS ANGELES

COMMUNITY AND SENIOR SERVICES

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I. INTRODUCTION

The Technical Assistance Guide (TAG) complements existing protocols and procedures to carry out the complex tasks associated with implementing the LACYJ program. This TAG is not a complete, standalone document. The TAG highlights new forms, protocols, and procedures. It is the sole responsibility of the LACYJ agency to ensure that all staff working on any aspect of the LACYJ program be made aware of all requirements to implement and manage the LACYJ program as provided in this TAG and in conjunction with the Statement of Work, existing and subsequent Directives, training, and meeting information.

II. LACYJ PROGRAM OVERVIEW

The LACYJ program is a year-round program that follows an “Earn & Learn” model. The LACYJ program provides work-based learning to L.A. County’s youth ages 14-24. The goal of the program is to introduce youth participants to the workplace, to gain valuable employment skills, to earn an income, and to learn about viable career pathways. The LACYJ program also provides youth with incentives to stay in school, to maintain good academic standing, and to understand how education impacts one’s future earning potential.

FY 16-17 FUNDING AND TARGET POPULATIONS

The LACYJ prioritizes services to the following target youth populations ages 14-24 unless otherwise specified:

- CalWORKs (CW): Youth ages 14-18 and if age 19 must be enrolled in the CalLEARN Program. The CalLEARN program encourages pregnant or parenting teens to complete high school.
- Other Underserved Youth: Low Income Youth including former foster, probation, homeless, or otherwise low income youth.
- DPSS Foster: Foster Youth ages 14-21

FY 16-17 PERFORMANCE GOALS AND TIMELINE

The LACYJ program operates year-round, beginning July 1, 2016, and ending June 30, 2017. It is expected that the greatest activity occurs from July to September in order to support a summer component. Accordingly, expenditures should also follow this timeline. Table 1 below summarizes the required placement and expenditure performance:

- Between July 1, 2016, to September 30, 2016, agencies shall reach 80% of placements and 50% of expenditures.
- Between October 1, 2016 to January 31, 2017, agencies shall reach 100% of placements and expenditures.

Table 1. Summary of the required placement and expenditure performance.

PLACEMENTS & EXPENDITURE GOALS FROM JULY 1, 2016 – JANUARY 31, 2017								
Funding	Category	July	August	September	October	November	December	January
All Funding	% of Placements	30%	60%	80%	85%	90%	100%	
	% of Expenditure	10%	30%	50%	65%	75%	80%	100%

Remember our motto: **No Penny Left Behind!!**

PROGRAM DESIGN

The LACYJ follows an “Earn & Learn” model. Youth engage and are paid for approximately 120 hours of activity including a combination of classroom instruction, group discussions, self-exploration utilizing external resources such as the County Library system, case management, and on the job experience.

III. ELIGIBILITY DETERMINATION AND DOCUMENTATION PROCEDURES

Prior to providing any service, agencies shall ensure that program services shall only be provided to youth that meet **all** eligibility criteria noted below AND have complete documentation on file.

General Eligibility Determination and Documentation

1. Birth Date / Age

In general, eligible youth shall be between the ages of 14-24 at time of eligibility determination. Age varies by funding source as outlined below:

- CW youth shall be between the ages of 14-18. CW/CalLEARN youth must be not be older than 19 years of age.
- DPSS Foster shall be between the ages of 14-21.
- Other Underserved Youth shall be ages 14-24.

Agencies must retain a copy of one (1) of the following records in the case file, to substantiate birth date and age requirements have been met:

- Hospital Record of Birth; or
- Valid Driver's License; or
- Federal, State or Local Government Issued Identification Card; or
- United States Passport or United States Passport Card; or
- Official School Records or Picture ID Card

2. Right To Work Documentation

The youth must have a valid U.S. work authorization form on file. Agencies shall use the most current I-9 Form. ***NO SUBSTITUTIONS ARE PERMITTED!*** Also, the I-9 Form must be printed double sided. The form can be obtained at <http://www.uscis.gov/sites/default/files/files/form/i-9.pdf>. Agencies shall ensure that documents that satisfy either List A or List B and C of the I-9 Form are provided.

3. Residency Requirement

Agencies shall ensure that participating youth are residents of Los Angeles County.

CW Eligibility Determination and Documentation

To establish CW eligibility, first search for the youth in the most recent DPSS Data Dump (see Figure 1 below). Once found, highlight the youth name, date of birth and social security number, and print a screen shot that shall be retained in the youth's file.

Figure 1. DPSS 'Data Dump' Screen Shot Sample

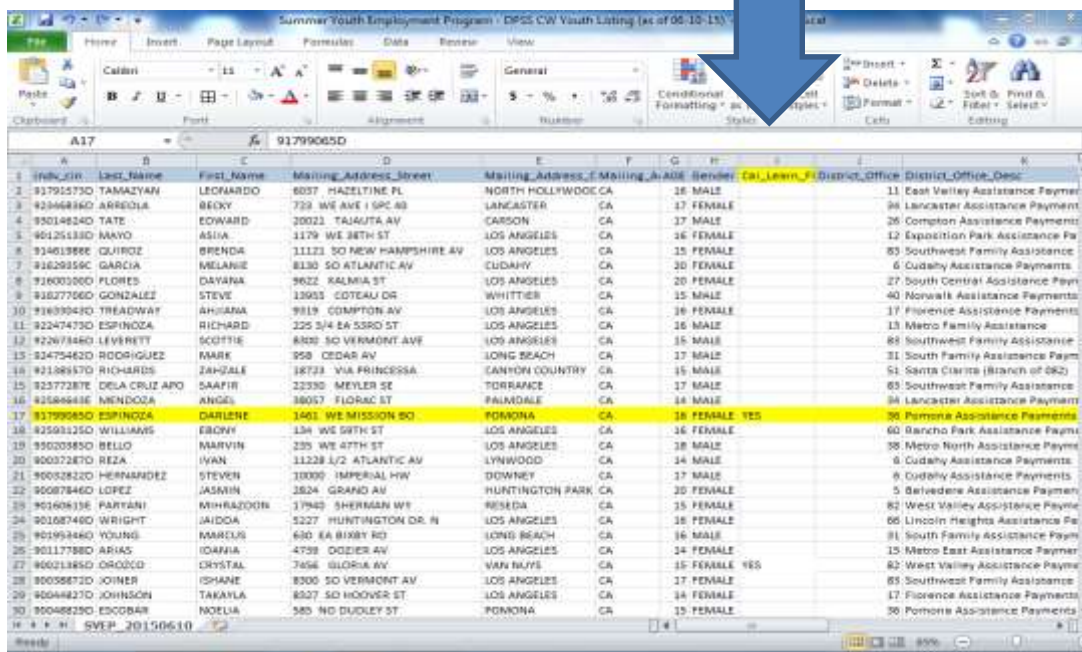
The screenshot shows a Microsoft Excel spreadsheet titled 'DPSS Data Dump'. The spreadsheet contains a list of youth records. The columns include various identifiers, names, addresses, and dates. Several rows are highlighted in yellow, indicating specific youth records. The text 'The youth name, DOB and SSN must be highlighted on the printout.' is overlaid on the spreadsheet.

Identifier	First Name	Last Name	Address	City	State	Zip	DOB	SSN	Other Info
99001	JUANITA	L. GARCIA	1234 E. 1st St.	Los Angeles	CA	90012	03/15/1990	990-12-3456	...
99002	MARIA	A. GARCIA	1234 E. 1st St.	Los Angeles	CA	90012	04/20/1991	990-12-3457	...
99003	JOSE	A. GARCIA	1234 E. 1st St.	Los Angeles	CA	90012	05/25/1992	990-12-3458	...
99004	ANDY	A. GARCIA	1234 E. 1st St.	Los Angeles	CA	90012	06/30/1993	990-12-3459	...
99005	MARIA	A. GARCIA	1234 E. 1st St.	Los Angeles	CA	90012	07/05/1994	990-12-3460	...
99006	JOSE	A. GARCIA	1234 E. 1st St.	Los Angeles	CA	90012	08/10/1995	990-12-3461	...
99007	ANDY	A. GARCIA	1234 E. 1st St.	Los Angeles	CA	90012	09/15/1996	990-12-3462	...
99008	MARIA	A. GARCIA	1234 E. 1st St.	Los Angeles	CA	90012	10/20/1997	990-12-3463	...
99009	JOSE	A. GARCIA	1234 E. 1st St.	Los Angeles	CA	90012	11/25/1998	990-12-3464	...
99010	ANDY	A. GARCIA	1234 E. 1st St.	Los Angeles	CA	90012	12/30/1999	990-12-3465	...

CalLEARN Eligibility Determination and Documentation

CalLEARN youth must not be older than 19 years old and must be either pregnant or parenting. For CalLEARN verification, agencies shall follow the same procedures as the CW above with the exception that the CalLEARN identifier column heading indicating the status is highlighted. See Figure 2. below.

Figure 2. CalLEARN Identifier Column



ID	Last Name	First Name	Mailing Address	Mailing City	Mailing State	Gender	Cal LEARN ID	District Office	District Office Desc
1	137915730	TAMAYAN	LEONARDO	6037 HAZELTINE PL	NORTH HOLLYWOOD	CA	18	MALE	11 East Valley Assistance Payment
2	423468160	ARREOLA	BECKY	729 WE AVE 1 SPC 88	LANCASTER	CA	17	FEMALE	98 Lancaster Assistance Payment
3	950148240	TATE	EDWARD	20023 TAJAUTA AV	CARSON	CA	17	MALE	26 Compton Assistance Payment
4	401251130	MAYO	ASIA	1179 WE 38TH ST	LOS ANGELES	CA	16	FEMALE	12 Exposition Park Assistance Payment
5	914019880	QUIROZ	BRENDA	11123 SO NEW HAMPSHIRE AV	LOS ANGELES	CA	15	FEMALE	83 Southwest Family Assistance
6	916293590	GARCIA	MELANIE	8130 SO ATLANTIC AV	CUDAHY	CA	20	FEMALE	6 Cudahy Assistance Payments
7	916003000	FLORES	DAYANA	9622 KALMIA ST	LOS ANGELES	CA	20	FEMALE	27 South Central Assistance Payment
8	916277060	GONZALEZ	STEVE	12933 COTEAU DR	WHITTIER	CA	15	MALE	40 Norwalk Assistance Payments
9	916390480	TREADWAY	ASHIANA	9819 COMPTON AV	LOS ANGELES	CA	18	FEMALE	17 Florence Assistance Payments
10	912247470	ESPINOZA	RICHARD	225 3/4 EA 53RD ST	LOS ANGELES	CA	16	MALE	13 Metro Family Assistance
11	912267340	LEVERETT	SCOTTIE	8305 SO VERMONT AVE	LOS ANGELES	CA	15	MALE	88 Southwest Family Assistance
12	912475460	RODRIGUEZ	NABE	950 CEDAR AV	LONG BEACH	CA	17	MALE	31 South Family Assistance Payment
13	913186170	RICHARDS	ZAHSALE	18729 VIA PRINCESSA	CANYON COUNTRY	CA	15	MALE	51 Santa Clarita (Branch of 662)
14	912377280	DELA CRUZ APO	SAAFIR	22330 MEYER SE	TORRANCE	CA	17	MALE	85 Southwest Family Assistance
15	912684430	NENDOZA	ANGEL	38057 FLORAC ST	PAIADALE	CA	14	MALE	94 Lancaster Assistance Payment
16	917990650	ESPINOZA	DARLENE	1401 WE MISSION RD	POMONA	CA	18	FEMALE	76 Pomona Assistance Payments
17	912591120	WILLIAMS	BARON	134 WE 58TH ST	LOS ANGELES	CA	16	FEMALE	60 Rancho Park Assistance Payment
18	912020580	BELLO	NARVIN	235 WE 47TH ST	LOS ANGELES	CA	18	MALE	38 Metro North Assistance Payment
19	910037240	REZA	IVAN	11228 L/2 ATLANTIC AV	LYNWOOD	CA	14	MALE	6 Cudahy Assistance Payments
20	910052820	HERNANDEZ	STEVEN	10009 IMPERIAL HW	DOWNEY	CA	17	MALE	9 Cudahy Assistance Payments
21	910087840	LOPEZ	JASMIN	3824 GRAND AV	HUNTINGTON PARK	CA	20	FEMALE	5 Belvedere Assistance Payment
22	910408130	PARTANI	NIHARAZOON	17940 SHERMAN WE	RESIDA	CA	15	FEMALE	82 West Valley Assistance Payment
23	910108740	WRIGHT	JAIDOA	5227 HUNTINGTON DR. N	LOS ANGELES	CA	16	FEMALE	66 Lincoln Heights Assistance Payment
24	910954460	YOUNG	MARCELUS	610 EA 818TH RD	LONG BEACH	CA	16	MALE	91 South Family Assistance Payment
25	910117380	ARIAS	IDANIA	4739 OZZIER AV	LOS ANGELES	CA	14	FEMALE	15 Metro East Assistance Payment
26	910213850	OROZCO	CRYSTAL	7496 GLORIA AV	VAN NUYS	CA	15	FEMALE	82 West Valley Assistance Payment
27	910058870	JOHNER	ISHANE	8300 SO VERMONT AV	LOS ANGELES	CA	17	FEMALE	85 Southwest Family Assistance
28	910448270	JOHNSON	TAKAYLA	8327 SO HOOVER ST	LOS ANGELES	CA	14	FEMALE	17 Florence Assistance Payments
29	910048620	ECOBAR	NOELIA	585 NO DUDLEY ST	POMONA	CA	15	FEMALE	36 Pomona Assistance Payments

Alternate CW Documentation

If the youth's name does not appear on the DPSS Data Dump listing, agencies shall verify CW status using the Confidential Verification form (Attachment II). The Confidential Verification form must be completed by authorized DPSS staff. The person with the open DPSS case (the youth's parent or guardian) shall sign the form and take it to the DPSS office for completion. Either the youth or parent/guardian shall return **the completed form** to the agency. No other form of verification shall be accepted. Agencies are responsible for reviewing the LACYJ Statement of Work for more detail on the alternate CW procedure.

Foster Documentation

To establish foster status in general, any of the following are acceptable documentation:

- Current letter from the Department of Children and Family Services (DCFS),
- Court documents,
- Official letters from school counselors, school districts, group homes, and court attorneys.

IV. INTAKE AND REQUIRED FORMS AND DOCUMENTATION

Agencies shall gather the required eligibility documentation during intake to establish LACYJ eligibility for program participation. For detailed requirements refer to the LACYJ Statement of Work and other subsequent policies as appropriate. A list follows of the

required forms that make up the youth's file contents. Agencies shall maintain order of the files as directed by CSS (see Section V below).

Required Forms and Documentation

These forms and documentation must be included in the individual youth files. Agencies shall ensure that forms are completed with the appropriate information, including signature, date, etc. All forms will be provided as electronic PDF files.

1. Targeted Youth Documentation
2. Form I-9 Please Visit: <http://www.uscis.gov/files/Form/I-9.pdf> (Attachment I)
3. Confidential Verification form (Attachment II)
4. Form W-4 (Rev. 2016): Please Visit: <http://www.irs.gov/pub/irs-pdf/fw4.pdf> (Attachment III)
5. One (1) of the following: Consent & Release Agreement Ages 17 & Under (Attachment IV) –or- Consent & Release Agreement Ages 18 & Above (Attachment V)
6. Complaint of Discriminatory Treatment (Attachment VI)

All youth shall be made aware of the ability to file a complaint.

For non-CW youth, agencies shall establish and utilize their own complaint and resolution policies, procedures and forms to address any complaints or issues according to the Equal Employment Opportunity laws and regulations. Agencies shall provide a copy of the agency's complaint policies and procedures upon request. Agencies shall complete a form **only** if there is any complaint of discriminatory treatment. Should a complaint arise, agencies shall report the incident to the County within 24 hours to Anahit Damlamanyan at Adamlamanyan@css.lacounty.gov. This procedure applies only to non-CW youth.

Complaint of Discriminatory Treatment Form (PA-607) (Attachment VIII) is required **for use with CW youth only**. Agencies shall complete the PA-607 **only** if there is a complaint of discriminatory treatment. Should a complaint be filed, agencies shall report the incident within 24 hours to Anahit Damlamanyan at Adamlamanyan@css.lacounty.gov.

7. Language Designation Form (PA 481) (Attachment VII)

For use with CW youth only. Agencies shall ensure the appropriate language is identified and used when communicating with the participant.

8. Individual Assessment (IA) Form and Instructions (Attachment VIII)

9. Case Notes (Attachment IX)
10. Verification of PET Training and Book Receipt Form (Attachment X)
11. Book Inventory Log (Attachment XI)
12. Work Permit (Attachment XII)
13. Monthly & Final Performance Evaluation (Attachment XIII)
14. Worksite Checklist Form (Attachment XIV)
15. Worksite Supervisor's Manual (Attachment XV)
16. Worksite Agreement (Attachment XVI)
17. Worksite Expectations Review Form (Attachment XVII)

V. PARTICIPANT CASE FILE CHECKLIST AND CONTENT ORGANIZATION

Agencies shall ensure the following documentation is maintained in the case file and organized as indicated below. Form substitutions may be made only with written approval of the County. Agencies shall also ensure that all documentation is valid and current and has been signed-off by the appropriate person if applicable.

Agencies shall also monitor the case files on a regular basis by using the Participant File Checklist, Table 2 below, to ensure accuracy for audit purposes.

Table 2 Participant File Checklist

PARTICIPANT FILE CHECKLIST	
Section 1	<i>Eligibility Documentation</i> CalWORKs Verification Foster Verification Documentation for Birth Date/ Age US Work Authorization I-9 Supporting Documentation
Section 2	<i>Assessment Forms</i> Individual Assessment Form Monthly PE Final PE
Section 3	<i>Work Experience Documentation</i> W-4 Form I-9 Form Work Permit Worksite Expectations Review
Section 4:	<i>Consent Agreements, Case Notes and Miscellaneous</i> Age Appropriate Consent & Release Agreement Case Notes & Correspondence PET Verification of Training Form Supportive Services Receipts

PARTICIPANT FILE CHECKLIST	
Section 5:	<i>Time Records & File Checklist</i> Timesheets Participant File Checklist- <i>To be issued prior to TA visit</i>
Section 6:	<i>CW Only Forms</i> Language Designation Form- PA 481 Complaint & Resolution Form- PA 607 initialed by the youth/parent Complaint & Resolution Form – PA 607 completed if a complaint was filed

VI. ENROLLMENTS AND FUNDING SOURCE DETERMINATION PROCEDURES

To maximize funding, agencies are encouraged to conduct targeted recruitments to identify youth. Once an agency has complete documentation establishing program eligibility, the youth may be enrolled into the LACYJ program.

Enrollments for FY16-17 begin on July 1, 2016. All documentation must reflect the new program year. As it is a new fiscal year, youth that previously participated may reapply. If this occurs, agencies may follow a modified eligibility process. Remember that the priority is to enroll youth that have never participated. Some agencies are also required to prioritize services for youth living in unincorporated areas of the County.

When determining the appropriate funding source to support the youth enrollment, always try to maximize the CW funds first. If the youth does not meet CW eligibility criteria, DPSS foster funds and underserved youth funds would be the next funding streams for consideration, in that order.

VII. INITIAL AND ONGOING ASSESSMENT PROCEDURES

Initial Assessment

An enrolled youth shall be assessed using the Individual Assessment (IA) form (Attachment VIII) to determine work-readiness, based on past work experience, work-related interests, skills and aptitudes. The initial assessment results will be used to match the youth with the best work plan and work site based on individual needs. The IA form may be completed in conjunction with Personal Enhancement Training (PET), but must be completed prior to a youth being placed in paid work experience.

Youth should be given the opportunity to participate in mock interviews and shall participate in at least one (1) real interview. Agencies may choose to coordinate interview activities as part of PET. The case manager shall ensure and document the time, date and location of the mock and real interviews in the case notes (Attachment IX). The initial assessment will also determine if the youth requires supportive services to participate in the program.

Supportive Services

The Case Manager shall assess each youth for any needed supportive services for transportation (i.e., bus tokens, bus passes, Uber or Lyft, etc.), work uniforms, and any other reasonable necessities for youth to continue and complete the program. Any supportive service offered must be documented in the case notes; receipts shall be kept in the file to substantiate the cost.

Monthly Assessment

Once a youth begins the work experience assignment he/she shall receive a monthly Performance Evaluation (PE) (see Attachment X). The PE shall be completed by the Worksite Supervisor on a monthly basis. The Case Manager shall review and discuss the PE with the youth, acknowledging his/her strengths and weaknesses as identified by the Worksite Supervisor. Additionally, the Case Manager shall identify whether supportive services or other resources may be required for the youth to engage in program activities. The PE review shall occur when the youth comes to pick up his/her paycheck.

40 Hour Group Convening- Extension of PET- Work Readiness

See Section VIII Personal Enrichment Training for a description.

Final Assessment

The Final Performance Evaluation (FPE) serves as the final indicator of the level of work readiness achieved by the youth. Agencies shall ensure that each youth receives an FPE from the Worksite Supervisor. The Case Manager shall review and discuss the FPE with the youth, acknowledging his/her strengths and weaknesses as identified by the Worksite Supervisor. The FPE review shall occur when the youth receives his/her last paycheck.

Additionally, the Case Manager shall identify if the youth could benefit from additional educational or employment services through the Workforce Innovation and Opportunity Act (WIOA) programs. Youth that may benefit from additional services beyond the scope of LACYJ shall be referred to partnering WIOA agencies. This is optional for non-County Local Workforce Development Areas.

VIII. PERSONAL ENRICHMENT TRAINING (PET)

The PET is made up of four (4) modules: Career Exploration, Life Skills, Work Ethics, and Financial Literacy. All youth must complete PET prior to beginning a work experience assignment, unless directed otherwise by the County. The training includes a component introducing youth to the concept of Science, Technology, Engineering, and Mathematics (STEM) and STEM's impact on jobs for the future. The training topics include:

- Career Exploration (5 hours)
- Life Skills & Post 40- Hour Group Discussion (5 hours)

NOTE: Youth are required to participate in the group discussion after the threshold of 40 hours have been reached. Agencies shall conduct the group discussion with a minimum of 5 youth but no more than 15 youth.

- Work Ethics & Sexual Harassment (5 hours)
- Financial Literacy Ages 14-17 or Ages 18-24 (5 hours)

Sexual Harassment Prevention training is a component of the Work Ethics module, where youth learn what the County considers to be sexual harassment and what to do should the youth encounters such harassment.

The PET curriculum utilizes Sean Covey's, *The 7 Habits of Highly Successful Teens*, as a companion guide that delves deeper into positive behaviors. Each youth shall receive a copy of the book and agencies shall maintain a Book Log (Attachment XI). Directive LACOD-Y D13-16, Personal Enrichment Training (PET) provides agencies with additional guidance on how to conduct PET. County shall provide a refresher course on PET for agency staff on an as-needed basis.

Prior to beginning a work experience assignment, youth receive up to 20 hours of paid PET training to ensure they acquire some of the basic "soft skills" necessary to succeed in the workplace. PET participation must be captured in the case management system known as the Web Application (Web App); see Section X, Data Entry. Agencies shall maintain clearly designated sign-in sheets for each PET activity. The sign-in sheets shall contain the module name, date, duration, complete youth name and signature.

PET Requirement and Prior Participation

All youth are required to participate in the PET. Youth are expected to receive up to 20 hours of instruction. Agencies have the flexibility to set the overall instruction hours but no more than 5 hours per module may be utilized. Agencies may decide the order of workshops. It is recommended that the Financial Literacy workshop be provided with the distribution of the first pay check.

Youth that participated in the PET within the last 6 months are not required to participate again unless the case manager determines that the youth could benefit from repeating the module(s) again. The one exception is that all youth are required to participate in the post 40-hour group discussion.

As PET is a paid activity, agencies shall use the Verification of PET Training and Book Receipt form (Attachment X) that clearly document the module, the date instruction took

place, the duration, and the name and signature of the participating youth. Agencies shall maintain copies on file and document activity completion in the case notes and Web App.

NOTE: For youth that will bypass PET, the Web App must reflect PET hours as zero (0) hours and indicate "Completed" for PET status.

Post 40- Hour Group Discussion- Extension of PET- Life Skills

Once a youth has completed approximately 35 - 40 hours of work experience, or a youth has received the first PE, providers shall convene youth to conduct a group discussion (minimum of 5 youth) to allow reflection on their experiences thus far. The activity will be paid as part of the Life Skills PET component. If a youth has already completed PET training within the last six (6) months, the group discussion activity can be part of the work experience and shall be documented on the Verification of PET Training and Book Receipt form and in the case notes. During the group discussion, youth should be guided to express the challenges they are experiencing, how they have handled those challenges or what plan of action will be used to overcome a challenge. Through the discussion, agencies shall evaluate for potential issues including but not limited to: wage theft, discrimination, the need of supportive services, etc. Agencies will also set short-term and mid-term goals for education and employment.

IX. WORKSITE PROCEDURES AND WORK EXPERIENCE

Worksite Checklist and Worksite Preparation Procedures

Agencies shall ensure that all worksites are aware of and meet County adopted health and safety standards, California Child Labor Laws, and Department of Labor requirements. Under no circumstances shall a youth be referred to a worksite that does not honor these standards. To assist in this process, the Worksite Checklist (Attachment XIV) contains a thorough description of requirements. A Worksite Agreement (Attachment XVI) shall not be executed until all the requirements of the Worksite Checklist are satisfied.

Worksite Evacuation Plan

Agencies shall ensure worksites have a valid evacuation plan in case of emergency. Should a worksite not have a plan, or a visible plan, the agency shall assist in the preparation of one. Agencies will inform the worksite of this service during the Worksite Checklist review.

Worksite Supervisor's Manual and Supervisor Orientation

The Worksite Supervisor's Manual (Attachment XV) contains a detailed account of the roles and responsibilities of both the agency and worksite. The agency is responsible for implementation and integrity of the Worksite Supervisor's Manual provisions. Agencies shall conduct at least one (1) Supervisor Orientation for each worksite, to ensure worksite

supervisors understand their roles and responsibilities and all related LACYJ protocols. The supervisor orientation shall discuss all the provisions specified in the Supervisor's Manual. Agencies to ensure this important element is not overlooked.

Worksite Agreement

The Worksite Agreement (Attachment XVI) is a non-financial contract that clearly defines the roles and responsibilities of each party to that Agreement. An executed Worksite Agreement indicates that each party understands the roles and responsibilities each has under the LACYJ program. Furthermore, an executed Worksite Agreement indicates that the worksite has satisfied all health and safety requirements as noted in the Worksite Checklist form (Attachment XIV). The Worksite Checklist will expire concurrently with the effective date identified on the Worksite Agreement form.

Each worksite requires its own unique worksite agreement, however, agencies may negotiate a Master Agreement to cover multiple work locations. Agencies wishing to exercise this option must notify the County and provide the County with a copy of the Master Agreement. Under no circumstance shall a youth be referred to a worksite that does not have an executed worksite agreement.

Worksite Expectations Review

The purpose of the Worksite Expectations Review is to ensure youth, agencies, and supervisors are clear on the hours, expectations, and duties that will occur through this program. Agencies shall prepare and discuss the Worksite Expectations Review (Attachment XVII) form with the worksite supervisor, once the worksite agreement has been executed and prior to any youth assignment. Agencies may provide the worksites with the Worksite Expectations Review form at the time of the Supervisor's Orientation, if the information is available. Conversely, it is equally imperative that case managers explain clearly to the youth his/her roles and responsibilities.

Work Experience (WEX) Assignment

Prior to beginning a WEX assignment, youths' skills sets, interests and work experience preferences are assessed using the IA form (Attachment III). Youth may be placed in a particular worksite if the youth possesses the requested skills that are needed or conversely to provide the youth with the opportunity to develop a skills set. Youth may begin the work experience assignment once the PET is complete and the worksite meets all safety criteria. Depending on the age of the youth, he/she may be required to have a valid work permit to begin the WEX.

Work Permit

A work permit (Attachment XII) is required for all applicants under 18 years of age. The work permit must be authorized by the youth's school prior to the youth beginning the PET or WEX. The work permit must be valid through the last day of the WEX, but no later than June 30, 2017. All WEX hours shall be completed by this date. The agency shall also provide a copy of the work permit to the worksite.

Performance Evaluation (PE)

Each youth shall receive a monthly assessment to evaluate his/her work readiness skills by way of a monthly Performance Evaluation (PE), Attachment XIII, from the worksite supervisor and will also be reviewed and signed by the agency case manager. Upon completion of the program, youth will receive a final PE and a certificate of Work Readiness. See Section VII, Initial and Ongoing Assessment Procedures.

X. DATA ENTRY

All data entry must be made within the same business day but no later than three (3) business days of the date of participant registration, enrollment, placement or exit. Agencies shall utilize the Web Application (Web App) as the case management and data repository. The Web App may be accessed via the link shown below: [Http://summeryouth.css.lacounty.gov/syep.html](http://summeryouth.css.lacounty.gov/syep.html).

It is imperative that agencies capture all youth demographics and activities as this information will be used for reporting, tracking, and performance purposes. The County firmly adheres to the adage that "If it is not in the system; it does not exist." Please refer to the Web App Manual for complete user instructions.

XI. PROGRAM ACTIVITY END DATE AND EXIT PROCEDURES

Program Activity End Date

Youth enrolled in the LACYJ Program shall be exited using the Web App once the agency determines that maximum hours are reached for each youth. Youth that have not completed maximum hours by June 30, 2016 shall not be exited from the program and will be carried over to the new fiscal year. Agencies shall ensure that billings reflect the activities for a given month in the month the activity or service occurred. Each agency is responsible for ensuring its accounting staff and department are aware of this requirement.

Youth shall only be exited from the program when allotted hours have been completed. For example, a youth that was enrolled on June 18, 2016 and has not yet completed the 120 hours by June 30, 2016, shall be carried over to the new fiscal year to complete the

determined hours. The youth completes the remaining hours on August 1, 2016 and is then exited from the program effective August 1, 2016. The Web App shall reflect the exit date effective August 1, 2016.

Agencies shall ensure that the modified eligibility procedures are followed for any youth carried over from one fiscal year to the next. **Only 20%** of youth carryovers will be counted towards the established performance goals. Agencies shall maintain their performance outcomes by meeting minimum placement goals **and** maximizing funding allocations. To accomplish this, it is anticipated that agencies will exceed the minimum enrollment and placement goals. For this reason, the average of 120 hours represents one (1) placement slot; however, one slot may allow placing more than one youth. This occurs because youth have differing needs and other commitments that may prevent the youth from exhausting the full 120 hours. It is the responsibility of the agency to determine when the youth has reached his or her maximum hours.

Exit Procedures

Once a youth has completed the program or has stopped participating the agency shall complete the following tasks before the last pay check is provided to the youth participant:

1. **Final Performance Evaluation**-The Case Manager shall review and discuss the FPE with the youth. The FPE shall be provided to the youth and a copy shall be maintained in the youth file.
2. **Youth Survey**- The Case Manager shall ensure that a Youth Survey is completed by each youth through Survey Monkey , at <https://www.surveymonkey.com/s/C9M2L3P>. *The Youth Survey Form is also provided in the Forms and Filing Contents Section.*
3. **Certificate of Completion** - The Certificate of Completion is issued after participants complete all program activities and when the FPE and Youth Survey are completed. The Exit Form on the Web App shall be completed at the time of Exit and a printout shall be maintained in the youth's case file.
4. **Performance Measures**- The Case Manager shall ensure all participant performance outcomes are reflected in the Web App Exit Form indicating all that apply:
 - a. Attainment of a library card, AND
 - b. One of the following: work readiness skills attainment, continuation of high school, enrollment into post-secondary education, or placement into unsubsidized employment.

If a youth drops out of the program, the Case Manager shall make every effort to identify the reasons why the youth is leaving the program and if there are available resources to help the youth continue or transition to other programs. As appropriate, the Case Manager shall ensure the completion of all Exit Procedures noted above.

XII. WORKSITE SUPERVISOR'S MANUAL

WORKSITE SUPERVISOR'S MANUAL

Agency Name

**LOS ANGELES COUNTY YOUTH
JOBS PROGRAM**



Worksite Supervisor's Manual

(Agency Name or Letterhead)

Dear *(Worksite Name)*:

Welcome to the Los Angeles County Youth Jobs (LACYJ) program! As a Worksite you are in a unique position to provide direction and training for the youth in our community. Youth participation will enable young people the opportunity to develop positive work habits, attitudes and job readiness skills.

LACYJ provides work-based training for youth and young adults between the ages of 14 and 24. Our goal is to encourage youth to learn about the world of work, remain in school, and develop career goal interests. Through this program, youth will have the opportunity to develop the skills necessary to meet their present and future employment needs.

This manual is a general guide to help you understand the important commitment your organization has made in relation to the youth participating in the work experience and the LACYJ Program. It also provides general information regarding processes and forms used in the operation of the program.

The *(Youth Agency Name)* staff will provide you with further information and guidance and will remain available throughout the program to address any concerns or questions as they arise.

We appreciate your cooperation in connection our youth to the valuable World of Work.

Sincerely,

Youth Agency Staff Name:

Title:

GENERAL INFORMATION

Youth between the ages of 14-24 receive 20 hours of Personal Enrichment Training (PET) which includes: work readiness preparation, basic life skills, work ethics, career exploration including STEM (Science, Technology, Engineering and Mathematics) related occupations and financial literacy.

After completion of the PET, youth are assigned to a real-world workplace to work 100 hours. This handbook serves to provide your organization with guidelines on how to be a host worksite.

The program is designed to provide youth with little or no work experience with an introduction to develop positive work habits and specific skills required for successful participation in the 21st Century work place. In no way should a youth work experience assignment displace currently employed workers or impose on the promotional opportunities.

STATE OF CALIFORNIA CHILD LABOR LAWS SUMMARY

The following information provides general guidance regarding allowable work activities for youth in accordance with applicable laws and regulations. There are many restrictions regarding the type of work minors cannot do. Please contact the LACYJ Representative if you are in doubt or have questions. There are laws that prohibit youth from doing dangerous work. Complete document can be located at: <http://www.dir.ca.gov/dlse/childlaborpamphlet2000.html>

Below is a summary of California's Child Labor Laws:

IN CALIFORNIA, NO WORKER UNDER 18 YEARS OF AGE MAY:

- ❖ Drive a motor vehicle on public streets as part of a job.
- ❖ Drive a forklift.
- ❖ Use powered equipment like a circular saw, box crusher, meat slicer, or bakery machine.
- ❖ Work in wrecking, demolition, excavations or roofing.
- ❖ Work in logging or saw mills.
- ❖ Handle, serve, or sell alcoholic beverages.
- ❖ Work in area where there is exposure to radiation.

Note: LACYJ Participants under age 18 may not work at casinos, gambling facilities, or near swimming pools.

IN CALIFORNIA, NO WORKER 14 OR 15 YEARS OF AGE MAY:

- ❖ Do any baking or cooking on the job (except cooking at a service counter).
- ❖ Work in a dry cleaning or a commercial laundry.
- ❖ Do building, construction or manufacturing work.
- ❖ Load or unload a truck, railroad car or conveyor.
- ❖ Work on a ladder or scaffold.

WORK PERMITS

Work permits are required for all youth under 18 years of age. All original work permits shall be kept by the (*Youth Agency Name*); the Worksite shall keep a copy of the work permit for their records.

WORK SCHEDULES

The Worksite Supervisor shall explain and review the work schedule with the youth using the Worksite Expectations Review form. It is important to provide the youth with a copy of the work schedule and confirm that the youth understands the schedule. Anytime the work schedule changes a new form should be completed and a copy provided to the youth and the (Youth Agency Name).

BREAKS AND LUNCH

Under California Labor Code Section 512 a worker is entitled to, at a minimum, a 30 minute lunch break when the daily work schedule exceeds over six (6) hours and a 10 minute break for every four (4) hours worked.

WORKSITE MONITORING

The County of Los Angeles requires that LACYJ Program Worksites be monitored during the program year. (Youth Agency Name) will regularly visit the worksite to review program activities and deal with questions and concerns of both youth and Worksite Supervisors.

In addition, worksites may be visited by staff of the County of Los Angeles, the State of California or the U.S. Department of Labor.

Monitoring will generally consist of observation of operations, review of program related documentation, such as work permits, safety and health preparedness, time cards, work readiness evaluations, and compliance with the Worksite Agreement. In addition, reviewers may interview the Worksite Supervisor and youth.

PROBLEMS ON THE JOB

Worksite Supervisors are encouraged to discuss and resolve problems initially following their usual protocols. The (Youth Agency Name) staff should be informed of any significant problems within four (4) hours of the occurrence and in particular if the issue involves safety. (Youth Agency Name) staff may serve as mediators. Additionally the (Youth Agency Name) should be notified anytime there is an issue with the youth's overall work habits. However, if after the discussion, no progress has been made, it is the responsibility of (Youth Agency Name) staff to help resolve the situation. Any concerns shall be noted on the monthly Performance Evaluation and improvements as well. Should the issue continue, please contact (Youth Agency Name) staff and the youth will be relieved from the work assignment.

SEXUAL HARASSMENT

LACYJ youth have been advised to inform others (e.g., supervisors, coworkers, staff) when certain behavior makes them uncomfortable. LACYJ Program youth will inform (Youth Agency Name) staff if they believe they have been sexually harassed.

The LACYJ program considers sexual harassment as an unwelcome attention of a sexual nature. Sexual Harassment is harmful and it is illegal. Sexual touching, grabbing, pinching, or intentionally brushing up against someone in a sexual way can all be considered sexually harassing behavior. Comments, looks, teasing, and rumors can be forms of sexual harassment

even if not intentional. Any perceived incident of sexual harassment shall be reported to (*Youth Agency Name*) staff within four (4) hours of occurrence but no later than twenty four (24) hours.

GRIEVANCE PROCEDURES

LACYJ Program youth are protected from any kind of discrimination on the job and have been oriented on how to file a grievance.

GENERAL SAFETY RULES AND WORKSITE PROTOCOLS

Each worksite shall provide youth with information on the organization's specific rules to ensure their safety in the workplace as part of the orientation. The following are some general rules that youth should follow, and worksites should incorporate into the health and safety information they provide to youth:

EMERGENCY EXITS AND EVACUATION PLANS

- ❖ *Youth shall be able to articulate the safety evacuation plan and related protocols should an emergency arise.*

INCIDENT REPORTING

- ❖ *Report all accidents and/or injuries to your Supervisor immediately after the incident.*
- ❖ *Report any unsafe condition or potentially unsafe condition to your Supervisor.*

LIFTING OR HANDLING OF MATERIALS

- ❖ *Always seek help with lifting or moving very heavy objects.*
- ❖ *When lifting, use the large leg muscles, not the weak back muscles.*
- ❖ *Do not bend from the waist in any lifting activity.*
- ❖ *Always pull a hand truck or cart except when going down an incline.*
- ❖ *Push heavy objects; avoid pulling.*
- ❖ *Report all "potentially hazardous" spills to your Supervisor before attempting clean up.*

PERSONAL PROTECTIVE EQUIPMENT

- ❖ *Wear appropriate protective equipment at all times where mandated by your Supervisor*
ALWAYS...

- ❖ *Avoid horseplay or any action that may endanger you or other people.*
- ❖ *Walk; do not run, when performing your work duties.*
- ❖ *Use a ladder or sturdy stool when reaching above your head. Do not stand on chairs, tables, boxes, etc.*

HOUSEKEEPING

- ❖ *Keep work areas clean and free from spills.*
- ❖ *Aisles, exits, electrical panels, and fire extinguishers shall be kept clear of barriers at all times.*

JOB INJURY PROCEDURES

Any job injury, even a first aid type injury, shall be reported to *(Youth Agency Name)* within twenty four (24) hours.

TIME SHEET PROCEDURE

Youth shall only work and be paid for the number of hours as authorized by *(Youth Agency Name)* and indicated on the s Review form. The Supervisor and the youth will keep a daily log of these hours on the time sheet provided by *(Youth Agency Name)*. Other time sheets/records may not be used. The youth and Worksite Supervisor will both sign the approved time sheet. The signatures indicate that both agree with the information on the time sheet.

Timesheet Requirements

- ❖ Use a pen, typewriter, or computer. Pencil and correction fluid (white out) are prohibited. Any correction on the time sheet shall be initialed by both the Supervisor and the Youth.
- ❖ Both the Supervisor and the youth's signature are required.
- ❖ Time sheets, that violate these rules will be sent back to the worksite for corrections. Payments will not be made on incorrect time sheets.
- ❖ The time sheet shall be signed and dated on or after the last day of work.
- ❖ The youth shall receive a copy of the completed and signed time sheet.
- ❖ Use standard time only. Do not use ditto marks or military time.
- ❖ No hours are to be entered for days the youth was absent.
- ❖ Youth are not paid for holidays.
- ❖ Youth may be eligible for sick leave under the Healthy Families Act of 2014.
- ❖ Please round off the time to the closest 1/4 hour (15 Minutes).
- ❖ Work time shall always be recorded after the work is performed.
- ❖

SICK LEAVE REQUIREMENTS

Effective July 1, 2015, the Healthy Workplaces, Healthy Families Act of 2014 imposed new paid sick leave requirements on California employers. Under the new California law once an employee works 30 calendar days (full or part-time), an employer is required to provide an employee with at least one hour of sick leave for every 30 hours worked. In general, an employer must allow accrued paid sick leave to roll over to the next year. However, an employer may limit the use of paid sick leave in a year to 24 hours, or three (3) days, in each year of employment.

PERFORMANCE EVALUATIONS

- ❖ Performance Evaluations (PE) shall be completed by the Worksite Supervisor on a monthly basis and a final PE shall be completed at the end of the work experience.
- ❖ The Case Manager reviews and discusses with the youth his/her strengths and weaknesses identified by the Worksite Supervisor on the monthly PE.
- ❖ The Final PE will be reviewed and discussed with the youth before the last paycheck is issued.

1. ROLE OF THE WORKSITE SUPERVISOR

Worksite Supervisors are employees of your organization that will directly supervise youth. It is imperative that youth be supervised at all times.

Worksite Supervisors are responsible for:

- ❖ Adhere to all LACYJ Program regulations and program-related *(Youth Agency Name)* policies.
- ❖ Adhere to all requirements in the Worksite Checklist including but not limited to American's With Disabilities Act (ADA), Health and Safety (General, Fire, and Earthquake), Emergency & Evacuation Plan, Workplace Postings and work restrictions required by Child Labor Laws.
Note: All Worksite Checklist requirements shall be met before any youth can begin work.
- ❖ Attend Worksite Supervisors orientation conducted by the *(Youth Agency Name)*.
- ❖ Adhere to the authorized work hours indicated on the Worksite Expectations Review form.
- ❖ Comply with California and Federal Child Labor Laws (maximum hours, breaks, etc.) and acknowledge the penalties for violating Federal Child Labor Laws.
- ❖ Ensure all minors under the age of 18 have a valid Work Permit.
- ❖ Provide meaningful work experience designed to promote the development of positive work habits and specific skills required for successful participation in the workforce.
- ❖ Assure that this agreement will not displace currently employed worker(s) or impose on their promotional opportunities.
- ❖ Provide youth with an orientation to familiarize the youth with his/her duties, work hours, worksite expectations of what to do in case of an emergency, and provide clear emergency and evacuation procedures.
- ❖ Complete Worksite Expectations Form per youth when there is a change in the Worksite schedule or location.
- ❖ Provide the youth with supervision at all times and a clear line of supervision and accountability.
- ❖ Provide the *(Youth Agency Name)* case manager with copy of signed Performance Evaluations on monthly basis and a final Performance Evaluation.
- ❖ Discuss any problems or conflicts that may arise from the youth's job performance immediately and review as part of the monthly Performance Evaluation. Work with the *(Youth Agency Name)* to resolve problems as they arise.
- ❖ Maintain accurate timecard records, verifying hours, and ensuring that timecards are signed by the youth and the supervisor prior to payment. Ensuring any timecard alterations, changes or corrections are initialed by the Supervisor and the youth **(THE USE OF WHITE OUT IS STRICTLY PROHIBITED)**.
- ❖ Provide the youth with copies of signed timesheets and other program or work related information as appropriate.
- ❖ Utilize only authorized timesheets which are provided by *(Youth Agency Name)*

- ❖ Ensure that timesheets are consistent with (Youth Agency Name) producers, it is not your responsibility to deliver the timesheets. It is the responsibility of the (Youth Agency Name) to pick up the timesheets in a timely manner.
- ❖ Give full consideration to the possibility of hiring the youth although there is no requirement to do so.
- ❖ Provide materials and equipment necessary to perform the duties of the work assignment.

2. ROLE OF THE YOUTH AGENCY

Prior to referring any youth to begin the work experience assignment the (Youth Agency Name) shall ensure the worksite meets the requirements listed below.

The (Youth Agency Name) is available throughout the program to support the Worksite Supervisor(s) and youth engaged in program activities.

Youth Agency is responsible for:

- ❖ Provide the worksite with LACYJ Program regulations and program-related (Youth Agency Name) policies.
- ❖ Verify the worksite is in compliance with requirements in the Worksite Checklist.
Note: All Worksite Checklist requirements shall be met before any youth can begin work.
- ❖ Provide orientation to the Worksite Supervisors.
- ❖ Ensure that the worksite adheres to the authorized work hours indicated on the Worksite Expectations Review form.
- ❖ Ensure that the worksite adheres to the California and Federal Child Labor Laws (Maximum hours, breaks, etc.) and acknowledges the penalties for violating Federal Child Labor Laws.
- ❖ Ensure all minors under the age of 18 have a valid Work Permit.
- ❖ Ensure that the worksite provides meaningful work experience consistent with the goals of the LACYJ Program.
- ❖ Ensure that the worksite provides youth with an orientation to familiarize the youth with his/her duties, work hours, worksite expectations and what to do in case of an emergency and ensure clear emergency and evacuation procedures are in place.
- ❖ Ensure a Worksite Expectations Form is completed for each youth. If there is a change in the Worksite or Worksite schedule a new form must be completed for each youth.
- ❖ Assume the cost of wages and all appropriate benefits. They bear the responsibility for payment of LACYJ youth hours as indicated in the Worksite Expectations Form.
- ❖ Verify that the youth is supervised at all times and ensure youth is provided a clear line of supervision and accountability.
- ❖ Review the Performance Evaluations on a monthly basis, discuss monthly evaluation with the youth, and provide additional guidance for any needed improvements.
- ❖ Discuss any problems or conflicts that may arise from the youth's job performance immediately and review as part of the monthly Performance Evaluation. Work with the Worksite to resolve problems as they arise.

- ❖ Maintain accurate timesheet records, verify hours, and ensure that timesheets are signed by the youth and the supervisor prior to payment. Ensure any timecard alterations, changes or corrections are initialed by the Supervisor and the youth **(THE USE OF WHITE OUT IS STRICTLY PROHIBITED)**.
- ❖ Ensure that the worksite provides the youth with copies of signed timesheets and other program or work related information as appropriate.
- ❖ Ensure the worksite utilizes only authorized timesheets.
- ❖ Pick up the timesheets of the youth in a timely manner. Issue paychecks to the youth according to verified time records and agency payroll procedures.
- ❖ Ensure the worksite provides materials and equipment necessary to perform the duties of the work assignment.
- ❖ Maintain a copy of the Worksite Expectations Review, Worksite Agreement, job description, all submitted timesheets, and other relevant forms for a minimum of three (3) years for audit purposes.
- ❖ Provide ongoing, oversight of the LACYJ program and supportive services to the youth.
- ❖ Provide all LACYJ youth with an orientation, explaining the program's purpose, procedures and rules and also an overview of what to expect at the worksite.
- ❖ Ensure liability and accident coverage of youth during authorized work hours through workers' compensation as provided by *(Youth Agency Name)*.
- ❖ Provide Worksite Supervisors with appropriate written materials: Supervisor Manual, timesheets, performance evaluations, and a copy of Worksite Agreement. Worksite Agreement is valid for one fiscal year.

APPENDIX FORMS

Agency shall insert forms to be used by Worksite Supervisors. These will include Worksite Agreement, Worksite Expectations Review, Time Sheets, Performance Evaluations, and other LACYJ Program related forms.

XIII. LISTING OF REQUIRED FORMS

Attachments:

- I. Form I-9
- II. Confidential Verification Form
- III. Form W-4
- IV. Consent & Release Agreement Ages 17 & Under
- V. Consent & Release Agreement Ages 18 & Above
- VI. Complaint of Discriminatory Treatment
- VII. Language Designation Form
- VIII. Individual Assessment (IA) Form and Instructions
- IX. Case Notes
- X. Verification of PET Training and Book Receipt Form
- XI. Book Inventory Log
- XII. Work Permit
- XIII. Monthly & Final Performance Evaluation Form
- XIV. Worksite Checklist Form
- XV. Worksite Supervisor's Manual
- XVI. Worksite Agreement
- XVII. Worksite Expectations Review Form